

# Texas Health Trace Updates

## for Local and Regional Users

*This biweekly communication is intended to provide local and regional users of Texas Health Trace with useful information about recent and upcoming system enhancements and features.*

**Tuesday, November 3rd, 2020**

### Major Accomplishments

- **Case classifications and case definitions** - have been updated; new case classification, "suspect" is available in the drop-down for cases created on October 31
- **Infectious period** - has been updated to calculate the end of the infectious period as 1 day after symptoms resolve (previously 3 days)
- **Close Contact Definition** - Flow questions about close contact have been updated with new definition for close contact
- **Lab Line List Import** - manually uploaded lab line lists will now follow the positive labs scripts as opposed to the self-report scripts
- **Ever had Symptoms** - Symptoms questions align with if the person ever had symptoms - assessing for symptoms occurring at any point in time due to COVID, regardless of the age of their investigation.
- **El Paso** - Integrated El Paso into THT as an Option 2 jurisdiction to assist with their case surge
- **LHAs Performing Case Investigation/Contact Tracing** - Texas Health Trace access for LHA and jurisdictions doing case investigations/contact tracing.

### Latest Resources and Trainings

- Soft Skills: *Phone Etiquette That Will Boost Your Customer Service*
- Job Aid: Texas Health and Human Services Important Phone Numbers and Resources Job Aid
- Job Aid: Handling Deceased PUI Interview

### Lessons Learned

- Continue to communicate with jurisdictions prior to deploying major functionality which might change processes or views
- When major functionality shifts occur, stand up a command center to answer jurisdictional questions or issues identified
- Maintain open spaces for feedback (e.g., working groups) on specific topics throughout development cycle



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### Open Issues

- **Infectious period** - Infectious period needs to be updated to include 10 day minimum; expected resolution 11/7/2020.
- **Jurisdictional Mapping** - FIPS code and jurisdictional mapping work is on-going.
- **Workgroups** - Hosted to address THT workflow between Region and Local Jurisdictions and Call Center. Need to define process for preventing cases that the jurisdictions want to work from being worked by call center agents.

### Plans for Next Sprint Cycle

- **Case Deduplication** - Work will begin to enable case deduplication.
- **Mapping Issues** - Resolving issues address mapping is causing with Jurisdictional assignment to cases.
- **Limiting All LHE Jurisdictional permissions** - Update jurisdictional permissions to narrow viewing to jurisdiction and adjacent counties.

